

## How to Use the Small Package Delivery Statewide Contract

Contract #: OFF31	Contract Duration: 08/17/2009 to 06/30/2013
MMARS #: OFF31*	Options to renew: One (1) year optional renewal
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This contract contains <b>Environmentally Preferable Products (EPP)</b>	
Last change date: 11/08/2012	

### Contract Summary

This is a cooperative contract between the Commonwealths of Massachusetts and Pennsylvania for UPS domestic and international small package delivery services, for which Pennsylvania is the lead state.

Additional contract information can be found on Comm-Pass ([www.Comm-PASS.com](http://www.Comm-PASS.com)) and includes this OSD Update, a UPS Quick Reference guide, the Pennsylvania UPS contract with pricing, the UPS Terms of Service, and the OSD contract Master Agreement.

### Benefits and Cost Savings

- The statewide contract provides competitive pricing on domestic and international small package delivery services.
- Free pickup at your office when either using the SmartPickup option or if your weekly billing is over \$75.

### Who Can Use This Contract?

**Applicable Procurement Law:** MGL c. 7, § 22; c. 30, § 51, § 52; 801 CMR 21.00

**Eligible Entities:**

1. Cities, towns, districts, counties and other political subdivisions
2. Executive, Legislative and Judicial Branches, including all Departments and elected offices therein;
3. Independent public authorities, commissions and quasi-public agencies
4. Local public libraries, public school districts and charter schools;
5. Public Hospitals, owned by the Commonwealth;
6. Public institutions of high education
7. Public purchasing cooperatives;
8. Non-profit, UFR-certified organizations that are doing business with the Commonwealth;
9. Other states and territories with no prior approval by the State Purchasing Agent required; and
10. Other entities when designated in writing by the State Purchasing Agent.

## Pricing and Purchase Options

**Purchase Options:** Purchases made through this contract will be direct, outright purchases.

**Pricing and buying details:** Shipping rates depend upon the destination zone, as determined by UPS. You can download the zone chart as a spreadsheet from UPS at [http://www.ups.com/content/us/en/shipping/cost/zones/continental\\_us.html](http://www.ups.com/content/us/en/shipping/cost/zones/continental_us.html). You will need the zip code of your shipping destination to obtain the destination zone.

## Additional Information

A fuel surcharge is allowed on this contract and may change from time to time for different services.

### Daily Pickup Service Charge

This service charge is determined by either your weekly billing total or election of the Smart Pickup Option. If you use the Smart Pickup option, you will have no service charge (\$0), even if you don't meet the threshold for no service charge based on your weekly billing, Please see below for details:

If your weekly billing total is:

**\$75.01 or higher**, you will receive a credit toward the service charge of \$10.00, therefore resulting in no service charge (\$10 Daily Pickup Published Rate minus \$10 credit = \$0)

**\$75.00 or less and you use the Smart Pickup option**, you will receive a credit toward the service charge of \$10.00, therefore resulting in no service charge (\$10 Smart Pickup Published Rate minus \$10 credit = \$0)

**\$75.00 or less and you DO NOT use the Smart Pickup option**, you will receive a credit toward the \$10.00 service charge, therefore resulting in a service charge of \$10.00 (\$20.00 Daily Pickup Published Rate minus \$10.00 credit = \$10.00)

In summary:

For each week your billing total is over \$75.00 or you use the Smart Pickup option (no minimum billing total required), you will receive no service charge. Please see information below for detailed instructions on how to use this service option.

### Using UPS Smart Pickup Option

#### Features:

- UPS uses innovative technology to automatically arrange a pickup only when you have packages to ship.
- When you process a shipment using UPS WorldShip® 2010, UPS Internet Shipping or UPS CampusShip®, the system automatically notifies a UPS driver to make a UPS Smart Pickup that same day.
- This option is best for entities that may not always ship a package every day but still want the convenience of an automatic scheduled pickup.

- Having UPS come to your business only when you have a package to ship saves fuel and reduces carbon emissions.

#### **How to Switch:**

If you want to switch your account to this option, please follow these instructions:

1. Register a MyUPS account if you don't have one already.
2. Under MyUPS select Manage My UPS
3. Select Account Summary.
4. Under UPS Accounts select "Add a UPS Account" if you don't have it already. This is where you will have to authenticate using the invoice information.
5. Select "Maintain Your UPS Account"
6. Change "Your Pickup Time and Information" by selecting "View/Edit"
7. Select "Smart Pickup" and provide updates to the pickup time parameters.

Contact the UPS Technical Support Team at: 877-289-6418 for assistance. Notice the "Notify by" time for your account which will be the time when you should print a label by in order to get a pickup that day.

If you are getting a service charge in your UPS bill, and you do not want daily UPS pickups or you believe you are being charged this fee in error, send an email to: [bwwhite@ups.com](mailto:bwwhite@ups.com). In the subject line put "Change account status -" then your 6 character UPS account number. In the body of the email ask for daily pickups to be stopped and include your contact information and address. UPS will then stop daily pickups and stop the service charge.

You can always use UPS drop boxes with no service charge. To find your closest UPS drop box go to [http://www.ups.com/dropoff?loc=en\\_US](http://www.ups.com/dropoff?loc=en_US) or [www.ups.com](http://www.ups.com). You will need to enter your address or zip code. You can also ask for a one time UPS pickup for a small fee, if not using Smart Pickup.

#### **Select Contract Provisions – Please See the UPS Terms of Services for Complete Information**

**Attempted Delivery:** UPS will attempt deliveries three times without extra charge. If UPS is unable to deliver a package, a notice will be left at the consignee's address stating that delivery has been attempted. Thereafter, a second and, if necessary, a third attempt to deliver the package will be made without additional charge.

Domestic packages refused by the consignee, or which cannot be delivered due to any other cause beyond UPS' control, will be returned to the shipper at shipper's expense. A package returned to the shipper after delivery is subject to applicable charges. The UPS Service Guarantee does not apply to undeliverable packages returned to the shipper.

**Weight and Size of Packages:** Packages with an actual weight of more than 150 pounds, or packages that, when measured to determine the billable weight exceed 108 inches in length, or exceed a total of 165 inches in length and girth  $[(2 \times \text{width}) + (2 \times \text{height})]$  combined, or in the case of import shipments, exceed 130 inches in length and girth  $[(2 \times \text{width}) + (2 \times \text{height})]$  combined are subject to additional charges. If found in the UPS system, these packages are subject to one or more of the following additional charges: Over Maximum Weight (\$50), Over Maximum Length (\$50) or Over Maximum Size (\$50);

**Services:** UPS promises to meet their delivery commitment on each shipment, or the shipment will be at no cost to the eligible Contract user for the service(s) ordered. Upon request UPS will issue a credit to the eligible contract user for the total charges for those shipments that do not meet the delivery commitment. If you have questions regarding your account for pick-ups re-routing services, tracking, tracing proof of deliveries, billing etc.: Call 800-742-5877 or go to: <http://www.ups.com>. Be sure to let them know you are using the Commonwealth of Massachusetts statewide contract.

Shipping of certain material may require special packaging, special labeling and forms. Please contact the UPS Contract Manager for more details. No delivery shall be made to Post Office Boxes (P.O. Boxes). See the UPS web site [www.ups.com](http://www.ups.com) for a complete description of all services. Also, the Service Reference Guide in Comm-PASS provides a good summary description of all services.

**Next Business Day Domestic Delivery Services:** UPS has three choices for next business day domestic services. Early morning, 10:30 or End of the Day committed delivery can be selected.

**Second Business Day Domestic Delivery Services:** UPS has two choices for Second business day domestic delivery services. Either 10:30 A.M. or End of the Day committed delivery can be selected.

**Three Day Select Domestic Delivery Services:** UPS has a three day domestic delivery services with delivery by the end of the third business day.

**Commercial Ground Services:** The day of delivery will be 1 to 5 days depending on the origin and destination zip code. Delivery service will occur between 8:00 A.M. and no later than End of the Day.

**International Delivery Services:** UPS will continue to provide International Delivery Services at various discounts.

**Liability Coverage:** UPS provides liability coverage of \$100.00 per package. UPS provides additional coverage at \$0.65 for each 100.00 or portion of \$100.00 of the total value declared with a minimum charge of \$1.95.

**Proof of Delivery (POD):** Delivery shall be complete when the consignee or responsible individual at the delivery location accepts the package and signs for receipt. Upon request, UPS will provide proof of delivery of a shipment via fax transmission, e-mail, or mail. The request must include a fax number, including area code, for an operating fax machine, an e-mail address for email delivery, or an address deliverable by the United States Postal Service for mail. UPS reserves the right to assess the shipper an additional charge, set forth in the UPS Rates applicable to the shipment in effect at the time of shipping, for each successfully transmitted or mailed P.O.D. If the shipment weight is not indicated or is not accurate, UPS will enter the correct weight, and invoice accordingly. Weight adjustments are to be made by a certified scale only, and must be indicated on the billing documents.

**UPS Drop Box:** UPS will provide, at its sole discretion, a Drop Box for pick-up locations to an Eligible UPS user if the user ships a sufficient number of packages per day. Eligible UPS users interested in this option should contact UPS to determine if they qualify. The Drop Box can be utilized for one building or multiple buildings in the immediate area who either separately or combined obtain the minimum daily delivery requirement. This service is provided at no additional cost.

## Vendor List and Contract information

### United Parcel Service (UPS)

Bob White

Phone: 781-710-9516

E-mail: [bwwhite@ups.com](mailto:bwwhite@ups.com)

## Summary of Where to Obtain Important Contract Information

To obtain in depth contract information please go to the Comm-PASS ([www.comm-pass.com](http://www.comm-pass.com)) website, click on “Contracts” then search by document number OFF31 to locate the following contract information:

Contract User Guide

“Forms & Terms” tab

Cost Sheet

“Vendor” tab